

**CONCEPTUALISING QUALITY IN
HEALTH CARE AS PERCEIVED AND
EXPERIENCED BY HOUSEHOLDS: A
CASE STUDY OF PRIVATISING ZAMBIA
CONSOLIDATED COPPER MINES,
LUANSHYA DIVISION**

BY

ANGELA KASAMBO TEMBO

A research report submitted in partial fulfilment
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ANGELA KASAMBO TEMBO

SUPERVISOR: DR KNOWLEDGE RAJOHANE MATSHEDISO

Department of Sociology

University of the Witwatersrand, Johannesburg